Amendments to the Claims:
This listing of claims will replace all prior versions, and listings, of claims in the application:

Amend claims 3, 5, 25, 39, and 41 as follows.

Listing of Claims:

1   1. **(Previously amended)** A work-management method
2 comprising:
3   for a future point in time and each one of a plurality of
4 resources, determining a probability of availability of the one resource at
5 said future point in time;
6   combining the probabilities to obtain a number; and
7   using the number to schedule new tasks for the resources for
8 the future point in time.

1   2. **(Original)** The method of claim 1 wherein:
2 using comprises
3   scheduling for the future point in time no more than the number
4 of the new tasks to become available for servicing by the plurality of the
5 resources.

1   3. **(Currently amended)** The method of claim ~~1~~2 wherein:
2 combining comprises
3 summing the probabilities to obtain the number.

1   4. **(Previously presented)** The method of claim 1 wherein:
2 determining comprises
3   for each of the resources, determining an amount of time t that
4 the resource has been servicing a task by now;

5   for each of the resources, determining a probability $F(t+h)$ of

6   the resource servicing its task to completion within a total amount of time

7     $t+h$, where h is an amount of time;

8   for each of the resources, determining a probability $F(t)$ of the

9   resource completing servicing its task by now; and

10   for each of the resources, determining a probability P that the

11   resource will complete servicing its task at the future point in time the

12   amount of time h from now as $\dfrac{F(t+h)-F(t)}{1-F(t)}$.

1   5. **(Currently amended)** The method of claim ~~14~~ in a call

2   center wherein:

3   tasks comprise calls; and

4   ~~scheduling~~ using comprises

5   in response to P, determining whether or not to initiate or

6   cancel an outbound call.

1   6. **(Previously presented)** A work-management method

2   comprising:

3   determining an amount of time t that a resource has been

4   servicing a task by now;

5   determining a probability $F(t+h)$ of the resource servicing the

6   task to completion within a total amount of time $t+h$, where h is an amount

7   of time;

8   determining a probability $F(t)$ of the resource completing

9   servicing the task by now;

10   determining a probability P that the resource will complete

11   servicing the task within the amount of time h from now as $\dfrac{F(t+h)-F(t)}{1-F(t)}$;

12   and

13   in response to P, scheduling another task for servicing.

1   7. **(Original)** The method of claim 6 wherein:

2   scheduling comprises

3   in response to P, determining whether or not to initiate said

4   another task.

1   8. **(Original)** The method of claim 6 in a call center wherein:

2   tasks comprise calls; and

3   scheduling comprises

4   in response to P, determining whether or not to initiate an

5   outbound call.

1   9. **(Original)** The method of claim 6 further comprising:

2   performing the determining steps for a plurality of resources,

3   and

4   determining a number of the resources that will likely have

5   completed servicing their respective tasks within the amount of time h

6   from now as a sum of the probabilities P determined for individual ones of

7   the plurality of resources; wherein

8   scheduling comprises

9   in response to determining the number of the resources,

10   scheduling new tasks for servicing.

1   10. **(Original)** The method of claim 9 wherein:

·2   scheduling tasks for servicing comprises scheduling no more

3   than the number of the tasks for servicing.

1   11. **(Original)** The method of claim 6 wherein:

2   determining a probability $F(t+h)$ comprises

3   obtaining historical task-completion statistics, and

4   from the obtained statistics determining the probability $F(t+h)$;

5 and

6   determining a probability $F(t)$ comprises

7   from the obtained statistics determining the probability $F(t)$.

1   12. **(Original)** The method of claim 11 wherein:

2   obtaining historical task-completion statistics comprises

3   obtaining a mean and a variance of time historically spent by

4 resources on servicing tasks to completion.

1   13. **(Original)** The method of claim 6 wherein:

2   determining a probability $F(t+h)$ comprises

3   obtaining historical task-completion statistics,

4   fitting the task-completion statistics into a lifetime closed-form

5 cumulative-probability distribution to determine parameters of the

6 distribution, and

7   evaluating the distribution with the determined parameters and

8 the total amount of time $t+h$ to obtain $F(t+h)$; and

9   determining a probability $F(t)$ comprises

10   evaluating the distribution with the determined parameters and

11 the amount of time t to obtain $F(t)$.

1   14. **(Original)** The method of claim 13 wherein:

2   obtaining historical task-completion statistics comprises

3   obtaining a mean and a variance of time historically spent by

4 resources on servicing tasks to completion;

5   the cumulative-probability distribution F comprises a Weibull

6 distribution; and

7   the parameters comprise a dispersion parameter and a

8 parameter of central tendency.

1   15. **(Original)** The method of claim 6 wherein:

2   determining an amount of time *t* comprises

3   determining the amount of time *t* that the resource has been

4   servicing a task of one of a plurality of different types of tasks; and

5   determining historical task-completion statistics comprises

6   determining the historical task-completion statistics for the one

7   type of tasks.

1   16. **(Original)** The method of claim 6 wherein:

2   scheduling another task comprises

3   in response to *P* initiating preparation of a task that may require

4   servicing by an agent at a later time.

1   17. **(Original)** The method of claim 6 wherein:

2   determining a probability *F(t+h)* comprises

3   obtaining a historical histogram for task completion, and

4   evaluating a cumulative said probability with the obtained

5   histogram for the total amount of time *t+h* to obtain *F(t+h)*; and

6   determining a probability *F(t)* comprises

7   evaluating the cumulative probability with the obtained

8   histogram for the amount of time *t* to obtain *F(t)*.

1   18. **(Original)** The method of claim 6 wherein:

2   scheduling comprises

3   in response to *P*, canceling preparation of a task that could

4   require servicing by a resource.

1   19. **(Previously canceled)**

1   20. **(Previously amended)** A computer-readable medium

2   containing instructions which, when executed in a computer, cause the

3   computer to perform the steps of:

4   for a future point in time and each one of a plurality of

5   resources, determining a probability of availability of the one resource at

6   said future point in time;

7   combining the probabilities to obtain a number; and

8   using the number to schedule new tasks for the resources for

9   the future point in time.

1   21. **(Previously amended)** A work-management apparatus

2   comprising:

3   means for determining, for a future point in time and each one

4   of a plurality of resources, a probability of availability of the one resource

5   at said future point in time;

6   means cooperative with the determining means for combining

7   the probabilities to obtain a number; and

8   means cooperative with the combining means for scheduling

9   for the future point in time no more than the number of new tasks for

10   servicing by the plurality of the resources.

1   22. **(Previously presented)** A work-management apparatus

2   comprising:

3   means for determining an amount of time t that a resource has

4   been servicing a task by now;

5   means cooperative with the time-determining means for

6   determining a probability $F(t+h)$ of the resource servicing the task to

7   completion within a total amount of time $t+h$, where h is an amount of time;

8   means cooperative with the time-determining means for

9   determining a probability $F(t)$ of the resource completing servicing the task

10   by now;

11   means cooperative with both of the probability-determining

12   means for determining a probability P that the resource will complete

13   servicing the task within the amount of time h from now as $\dfrac{F(t+h)-F(t)}{1-F(t)}$;

14   and

         means cooperative with the P-determining means and
responsive to P for scheduling another task for servicing.

1   23. **(Previously presented)** The apparatus of claim 21

2   wherein:

3   the means for combining comprise

4   means for summing the probabilities to obtain the number.

1   24. **(Previously presented)** The apparatus of claim 21

2   wherein:

3   the means for determining comprise

4   means for determining, for each of the resources, an amount of

5   time t that the resource has been servicing a task by now;

6   means for determining, for each of the resources, a probability

7    $F(t+h)$ of the resource servicing its task to completion within a total amount

8   of time $t+h$, where h is an amount of time;

9   means for determining, for each of the resources, a probability

10    $F(t)$ of the resource completing servicing its task by now; and

         means for determining, for each of the resources, a probability

   P that the resource will complete servicing its task at the future point in

   time the amount of time h from now as $\dfrac{F(t+h)-F(t)}{1-F(t)}$.

1   25. **(Currently amended)** The apparatus of claim ~~21~~25 in a

2   call center wherein:

3   tasks comprise calls; and

4   the means for scheduling comprise

5   means responsive to P, for determining whether or not to

6 initiate or cancel an outbound call.

1   26. **(Previously presented)** The apparatus of claim 22

2 wherein:

3   the means for scheduling comprise

4   means responsive to P, for determining whether or not to

5 initiate said another task.

1   27. **(Previously presented)** The apparatus of claim 22 in a

2 call center wherein:

3   tasks comprise calls; and

4   the means for scheduling comprise

5   means responsive to P, for determining whether or not to

6 initiate an outbound call.

1   28. **(Previously presented)** The apparatus of claim 22

2 wherein:

3   the means for determining an amount of time t comprise

4   means for determining the amount of time t for each of a

5 plurality of resources;

6   the means for determining a probability $F(t+h)$ comprise

7   means for determining the probability $F(t+h)$ for each of the

8 plurality of resources;

9   the means for determining a probability $F(t)$ comprise

10   means for determining the probability $F(t)$ for each of the

11 plurality of resources, and

12   means for determining a number of the plurality of resources

13 that will likely have completed servicing their respective tasks within the

14 amount of time h from now as a sum of the probabilities P determined for

15 individual ones of the plurality of resources; and

16 the means for scheduling comprise

17 means responsive to determining the number of the resources,

18 for scheduling new tasks for servicing.

1 29. **(Previously presented)** The apparatus of claim 28

2 wherein:

3 the means for scheduling comprise

4 means for scheduling no more than the number of the tasks for

5 servicing.

1 30. **(Previously presented)** The apparatus of claim 22

2 wherein:

3 the means for determining a probability $F(t+h)$ comprise

4 means for obtaining historical task-completion statistics, and

5 means for determining the probability $F(t+h)$ from the obtained

6 statistics; and

7 the means for determining a probability $F(t)$ comprise

8 means for determining the probability $F(t)$ from the obtained

9 statistics.

1 31. **(Previously presented)** The apparatus of claim 30

2 wherein:

3 the means for obtaining historical task-completion statistics

4 comprise

5 means for obtaining a mean and a variance of time historically

6 spent by resources on servicing tasks to completion.

1 32. **(Previously presented)** The apparatus of claim 22

2 wherein:

3   the means for determining a probability $F(t+h)$ comprise

4   means for obtaining historical task-completion statistics,

5   means for fitting the task-completion statistics into a lifetime

6 closed-form cumulative-probability distribution to determine parameters of

7 the distribution, and

8   means for evaluating the distribution with the determined

9 parameters and the total amount of time $t+h$ to obtain $F(t+h)$; and

10   the means for determining a probability $F(t)$ comprise

11   means for evaluating the distribution with the determined

12 parameters and the amount of time t to obtain $F(t)$.

1   33. **(Previously presented)** The apparatus of claim 32

2 wherein:

3   the means for obtaining historical task-completion statistics

4 comprise

5   means for obtaining a mean and a variance of time historically

6 spent by resources on servicing tasks to completion;

7   the cumulative-probability distribution F comprises a Weibull

8 distribution; and

9   the parameters comprise a dispersion parameter and a

10 parameter of central tendency.

1   34. **(Previously presented)** The apparatus of claim 22

2 wherein:

3   the means for determining an amount of time t comprise

4   means for determining the amount of time t that the resource

5 has been servicing a task of one of a plurality of different types of tasks;

6 and

7   the means for determining historical task-completion statistics

8 comprise

9   means for determining the historical task-completion statistics

10   for the one type of tasks.

1   **35. (Previously presented)** The apparatus of claim 22

2   wherein:

3   the means for scheduling another task comprise

4   means responsive to P for initiating preparation of a task that

5   may require servicing by an agent at a later time.

1   **36. (Previously presented)** The apparatus of claim 22

2   wherein:

3   the means for determining a probability $F(t+h)$ comprise

4   means for obtaining a historical histogram for task completion,

5   and

6   means for evaluating a cumulative said probability with the

7   obtained histogram for the total amount of time $t+h$ to obtain $F(t+h)$; and

8   the means for determining a probability $F(t)$ comprise

9   means for evaluating the cumulative probability with the

10 obtained histogram for the amount of time t to obtain $F(t)$.

1   **37. (Previously presented)** The apparatus of claim 22

2   wherein:

3   the means for scheduling comprise

4   means responsive to P, for canceling preparation of a task that

5   could require servicing by a resource.

1   **38. (Previously presented)** The medium of claim 20 wherein:

2   using comprises

3   scheduling for the future point in time no more than the number

4   of the new tasks to become available for servicing by the plurality of the

5   resources.

1   39. **(Currently amended)** The medium of claim ~~20~~38 wherein:

2   combining comprises

3   summing the probabilities to obtain the number.

1   40. **(Previously presented)** The medium of claim 20 wherein:

2   determining comprises

3   for each of the resources, determining an amount of time t that

4 the resource has been servicing a task by now;

5   for each of the resources, determining a probability $F(t+h)$ of

6 the resource servicing its task to completion within a total amount of time

7 $t+h$, where h is an amount of time;

8   for each of the resources, determining a probability $F(t)$ of the

9 resource completing servicing its task by now; and

10   for each of the resources, determining a probability P that the

11 resource will complete servicing its task at the future point in time the

12 amount of time h from now as $\dfrac{F(t+h)-F(t)}{1-F(t)}$.

1   41. **(Currently amended)** The method of claim ~~20~~40 for a call

2 center wherein:

3   tasks comprise calls; and

4   ~~scheduling~~ using comprises

5   in response to P, determining whether or not to initiate or

6 cancel an outbound call.

1   42. **(Previously presented)** A computer-readable medium

2 containing instructions which, when executed in a computer, cause the

3 computer to perform the steps of:

4   determining an amount of time t that a resource has been

5 servicing a task by now;

6   determining a probability $F(t+h)$ of the resource servicing the

7   task to completion within a total amount of time $t+h$, where h is an amount

8   of time;

9   determining a probability $F(t)$ of the resource completing

10   servicing the task by now;

11   determining a probability P that the resource will complete

12   servicing the task within the amount of time h from now as $\dfrac{F(t+h)-F(t)}{1-F(t)}$;

13   and

14   in response to P, scheduling another task for servicing.

1   **43. (Previously presented)** The method of claim 42 wherein:

2   scheduling comprises

3   in response to P, determining whether or not to initiate said

4   another task.

1   **44. (Previously presented)** The medium of claim 42 for a call

2   center wherein:

3   tasks comprise calls; and

4   scheduling comprises

5   in response to P, determining whether or not to initiate an

6   outbound call.

1   **45. (Previously presented)** The medium of claim 42 further

2   comprising instructions which, when executed in the computer, cause the

3   computer to perform the steps of:

4   performing the determining steps for a plurality of resources,

5   and

6   determining a number of the resources that will likely have

7   completed servicing their respective tasks within the amount of time h

8   from now as a sum of the probabilities P determined for individual ones of

9   the plurality of resources; wherein

10   scheduling comprises

11   in response to determining the number of the resources,

12   scheduling new tasks for servicing.

1   46. **(Previously presented)** The medium of claim 45 wherein:

2   scheduling tasks for servicing comprises scheduling no more

3   than the number of the tasks for servicing.

1   47. **(Previously presented)** The medium of claim 42 wherein:

2   determining a probability $F(t+h)$ comprises

3   obtaining historical task-completion statistics, and

4   from the obtained statistics determining the probability $F(t+h)$;

5   and

6   determining a probability $F(t)$ comprises

7   from the obtained statistics determining the probability $F(t)$.

1   48. **(Previously presented)** The medium of claim 47 wherein:

2   obtaining historical task-completion statistics comprises

3   obtaining a mean and a variance of time historically spent by

4   resources on servicing tasks to completion.

1   49. **(Previously presented)** The medium of claim 42 wherein:

2   determining a probability $F(t+h)$ comprises

3   obtaining historical task-completion statistics,

4   fitting the task-completion statistics into a lifetime closed-form

5   cumulative-probability distribution to determine parameters of the

6   distribution, and

7   evaluating the distribution with the determined parameters and

8   the total amount of time $t+h$ to obtain $F(t+h)$; and

9   determining a probability $F(t)$ comprises

10   evaluating the distribution with the determined parameters and

11   the amount of time t to obtain $F(t)$.

1   **50. (Previously presented)** The medium of claim 49 wherein:

2   obtaining historical task-completion statistics comprises

3   obtaining a mean and a variance of time historically spent by

4   resources on servicing tasks to completion;

5   the cumulative-probability distribution F comprises a Weibull

6   distribution; and

7   the parameters comprise a dispersion parameter and a

8   parameter of central tendency.

1   **51. (Previously presented)** The method of claim 42 wherein:

2   determining an amount of time t comprises

3   determining the amount of time t that the resource has been

4   servicing a task of one of a plurality of different types of tasks; and

5   determining historical task-completion statistics comprises

6   determining the historical task-completion statistics for the one

7   type of tasks.

1   **52. (Previously presented)** The medium of claim 42 wherein:

2   scheduling another task comprises

3   in response to P initiating preparation of a task that may require

4   servicing by an agent at a later time.

1   **53. (Previously presented)** The medium of claim 42 wherein:

2   determining a probability $F(t+h)$ comprises

3   obtaining a historical histogram for task completion, and

4   evaluating a cumulative said probability with the obtained

5   histogram for the total amount of time $t+h$ to obtain $F(t+h)$; and

6   determining a probability $F(t)$ comprises

7   evaluating the cumulative probability with the obtained

8   histogram for the amount of time t to obtain $F(t)$.

1   54. **(Previously presented)** The medium of claim 42 wherein:

2   scheduling comprises

in response to P, canceling preparation of a task that could require servicing by a resource.